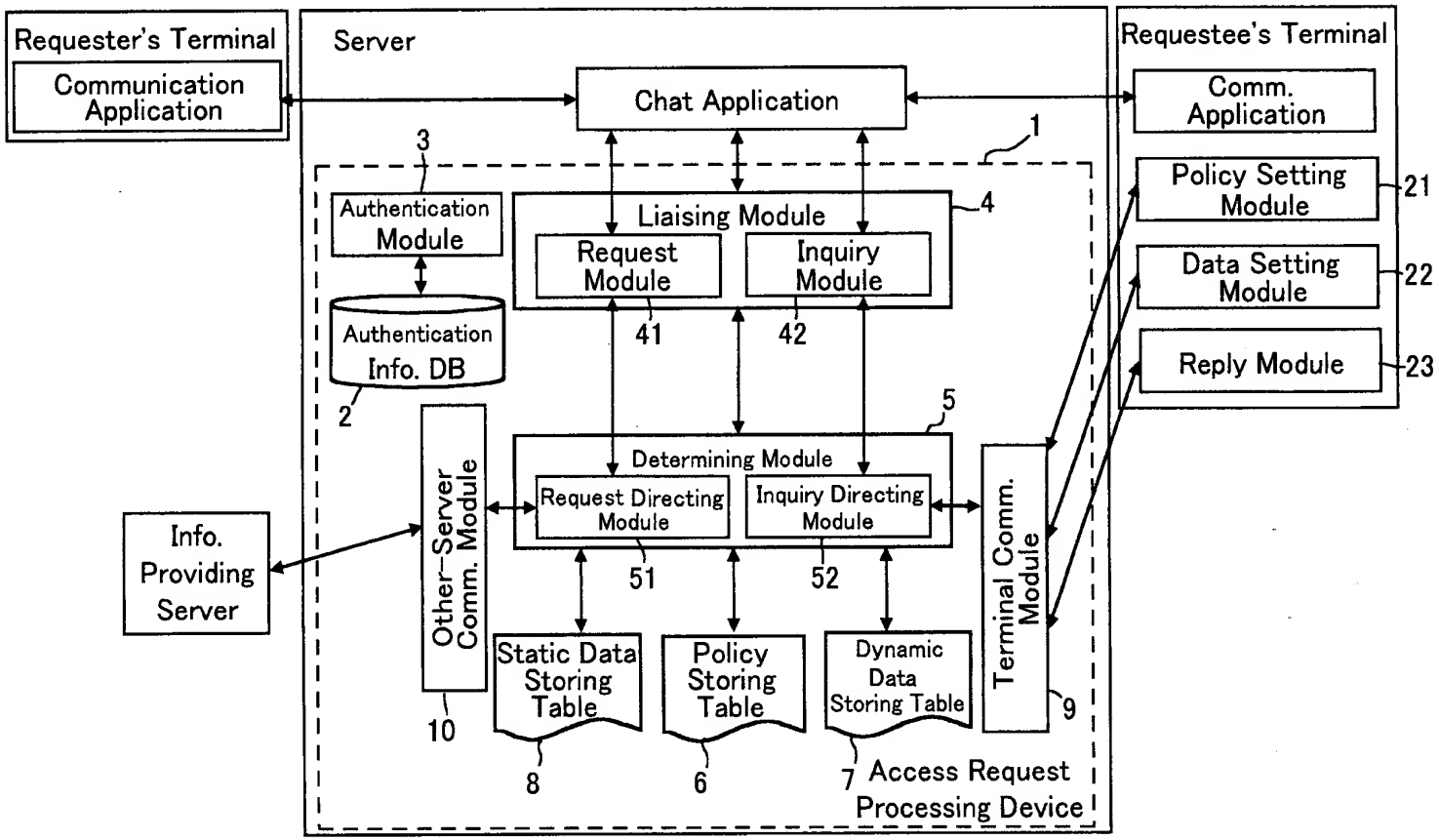
Requester's Terminal
Communication Application
Server
Chat Application
Requestee's Terminal
Comm. Application
Policy Setting Module
21
Data Setting Module
22
Reply Module
23
1
3
Authentication Module
Liaising Module
4
Request Module
Inquiry Module
41
42
Authentication Info. DB
2
5
Determining Module
Request Directing Module
Inquiry Directing Module
51
52
Info. Providing Server
Other-Server Comm. Module
10
Static Data Storing Table
8
Policy Storing Table
6
Dynamic Data Storing Table
7
Terminal Comm. Module
9
Access Request Processing Device

Fig. 1

Requestee	Request Contents	Access Requester	Status of Requestee	Process
A	Chatting in a Private Channel	user D	Routine	Permit
			Busy	Inquire
		Boss	Any Time	Permit
		Friend	Routine	Permit
			Busy	Deny
		Hobby = Climbing	Routine	Permit
			Busy	Inquire
		Others	Any Time	Inquire
	Entering Channel #foo	user B	Any Time	Inquire
		user C	Any Time	Permit
		Post = Patent	Any Time	Permit
		⋮	⋮	⋮

Fig. 2

Requestee	Requester	Attribute
user–A	user–B	Supervisor
	user–C	Friend
	user–D	Colleague
	⋮	⋮
user–B	⋮	

Fig. 3

User	Busyness Level	Whereabouts	Contact Address	Permit/Deny Forwarding
user–A	Busy	At Desk	A@fujitsu.co.jp.	Permit
user–B	Busy	Conference Room	<#foo> user–B	Deny
user–C	Routine	At Desk	03–444–555	Permit

Fig. 4

User	Name	Company Name	Department	mail address	Tel No.	Age	Sex	Hobby
user-A	Taro Fujitsu	Fujitsu	db@fujitsu.co.jp.	A@fujitsu.co.jp.	01-222-3333	31	db@fujitsu.co.jp.	Climbing
user-B	Hanako Fujitsu	Fujitsu	Patent	B@fujitsu.co.jp.	02-333-4444	43	Female	Tennis
user-C	Jiro Akashi	A Co.	Public Relations	C@A.co.jp.	03-444-5555	34	Male	
user-D	Saburo Akashi	Fujitsu	db@fujitsu.co.jp.	db@fujitsu.co.jp.	db@fujitsu.co.jp.	db@fujitsu.co.jp.	db@fujitsu.co.jp.	db@fujitsu.co.jp.
⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮

Fig. 5

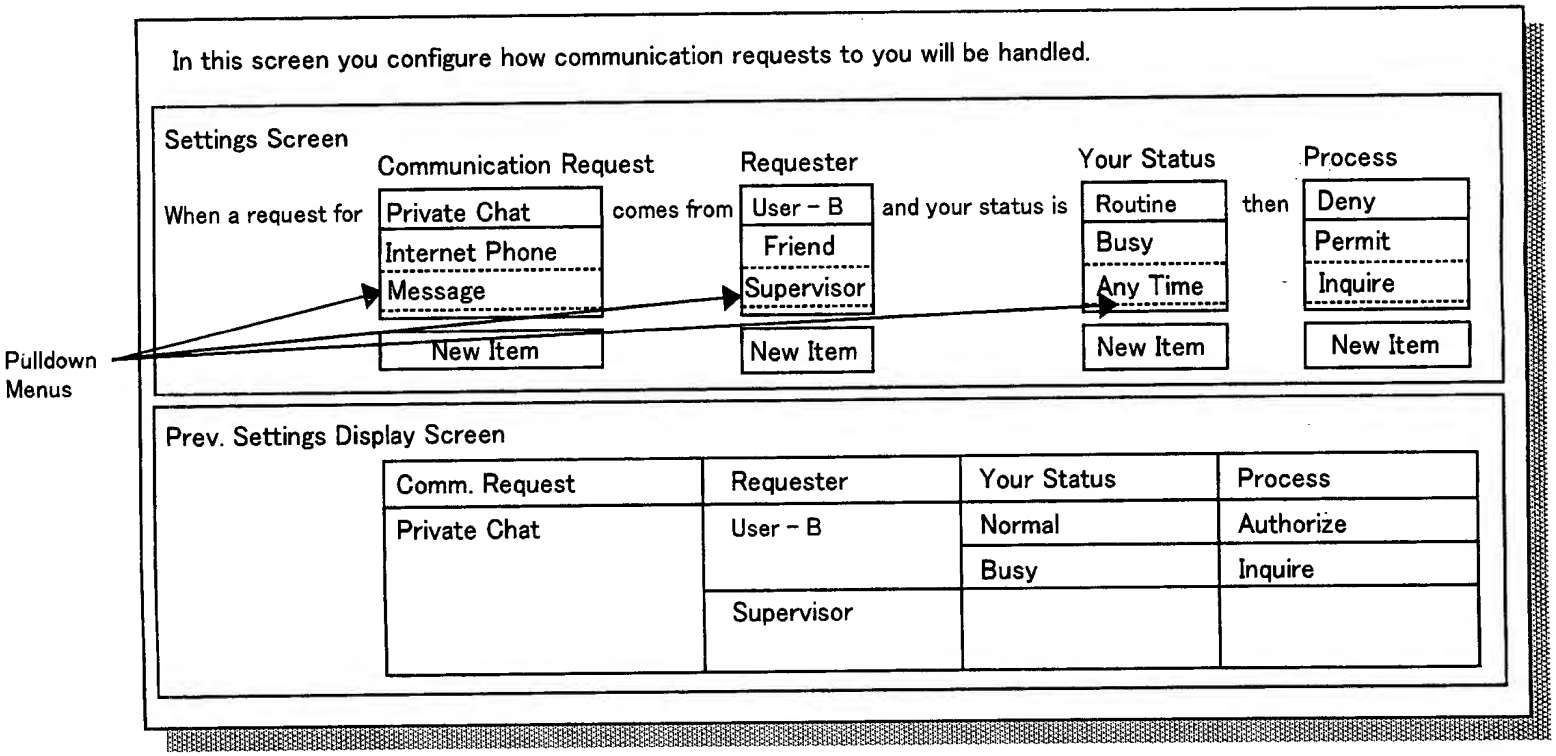
In this screen you configure how communication requests to you will be handled.
Settings Screen
Communication Request
Requester
Your Status
Process
When a request for
Private Chat
Internet Phone
Message
New Item
comes from
User – B
Friend
Supervisor
New Item
and your status is
Routine
Busy
Any Time
New Item
then
Deny
Permit
Inquire
New Item
Pulldown Menus
Prev. Settings Display Screen
Comm. Request
Requester
Your Status
Process
Private Chat
User – B
Normal
Authorize
Busy
Inquire
Supervisor

Fig. 6

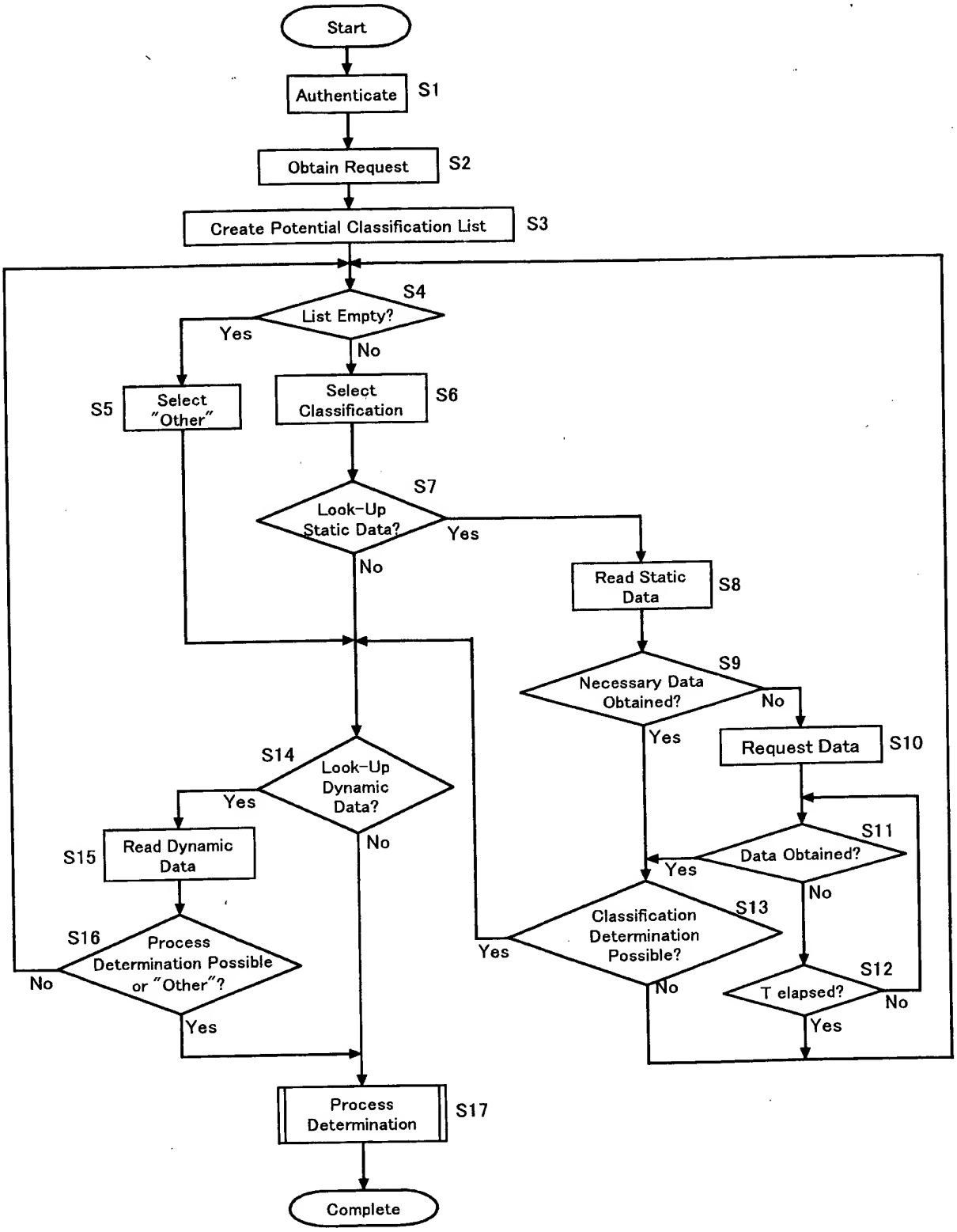
Start
Authenticate
S1
Obtain Request
S2
Create Potential Classification List
S3
S4
List Empty?
Yes
No
S5
Select "Other"
Select Classification
S6
S7
Look-Up Static Data?
Yes
No
Read Static Data
S8
S9
Necessary Data Obtained?
No
Yes
Request Data
S10
S11
Data Obtained?
Yes
No
S12
T elapsed?
No
Yes
S13
Classification Determination Possible?
Yes
No
S14
Look-Up Dynamic Data?
Yes
No
S15
Read Dynamic Data
S16
Process Determination Possible or "Other"?
No
Yes
Process Determination
S17
Complete

Fig. 7

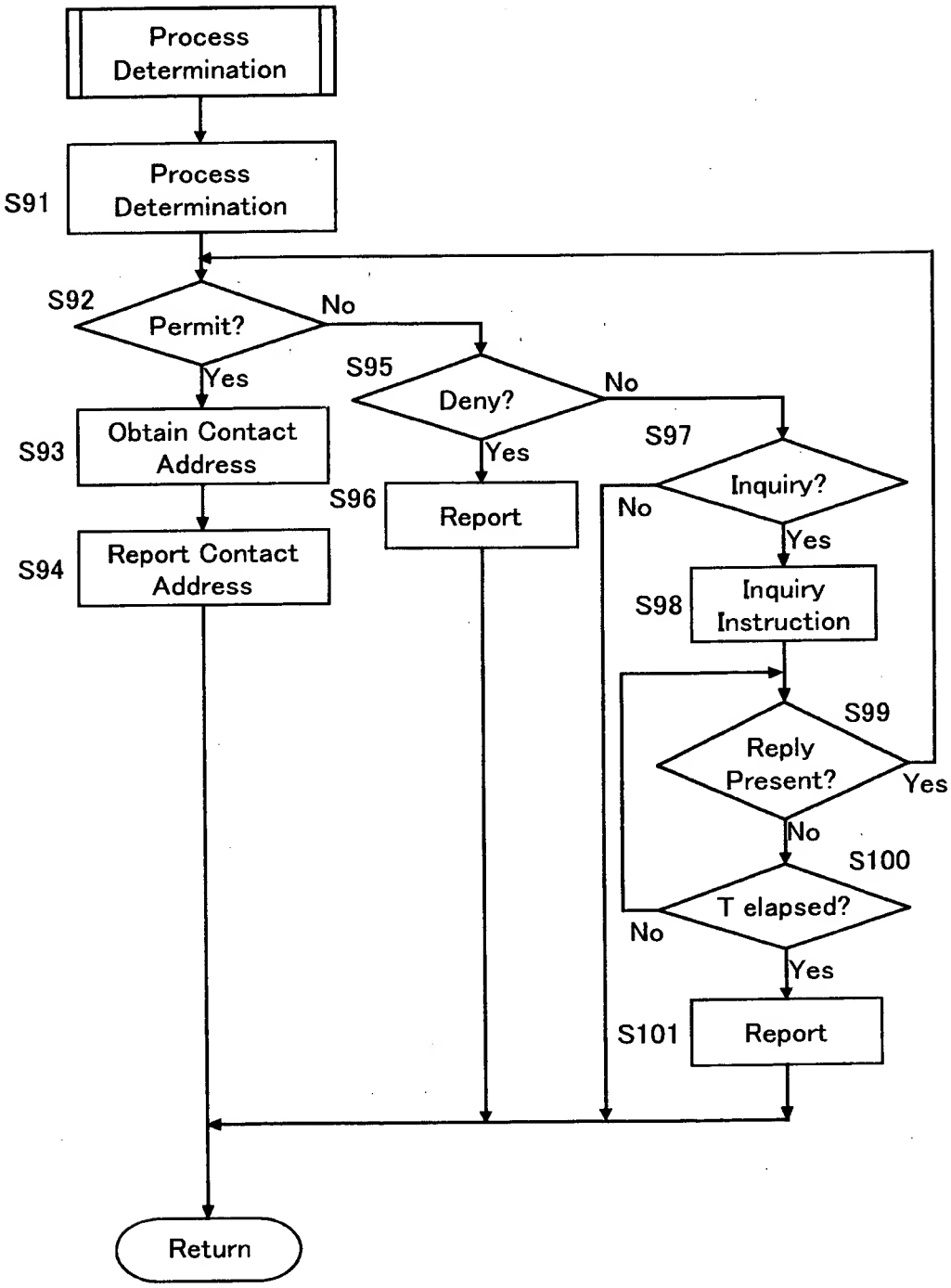
Process Determination
Process Determination
S91
S92
Permit?
No
Yes
S93
Obtain Contact Address
S94
Report Contact Address
S95
Deny?
No
Yes
S96
Report
S97
Inquiry?
No
Yes
S98
Inquiry Instruction
S99
Reply Present?
Yes
No
S100
T elapsed?
No
Yes
S101
Report
Return

Fig. 8

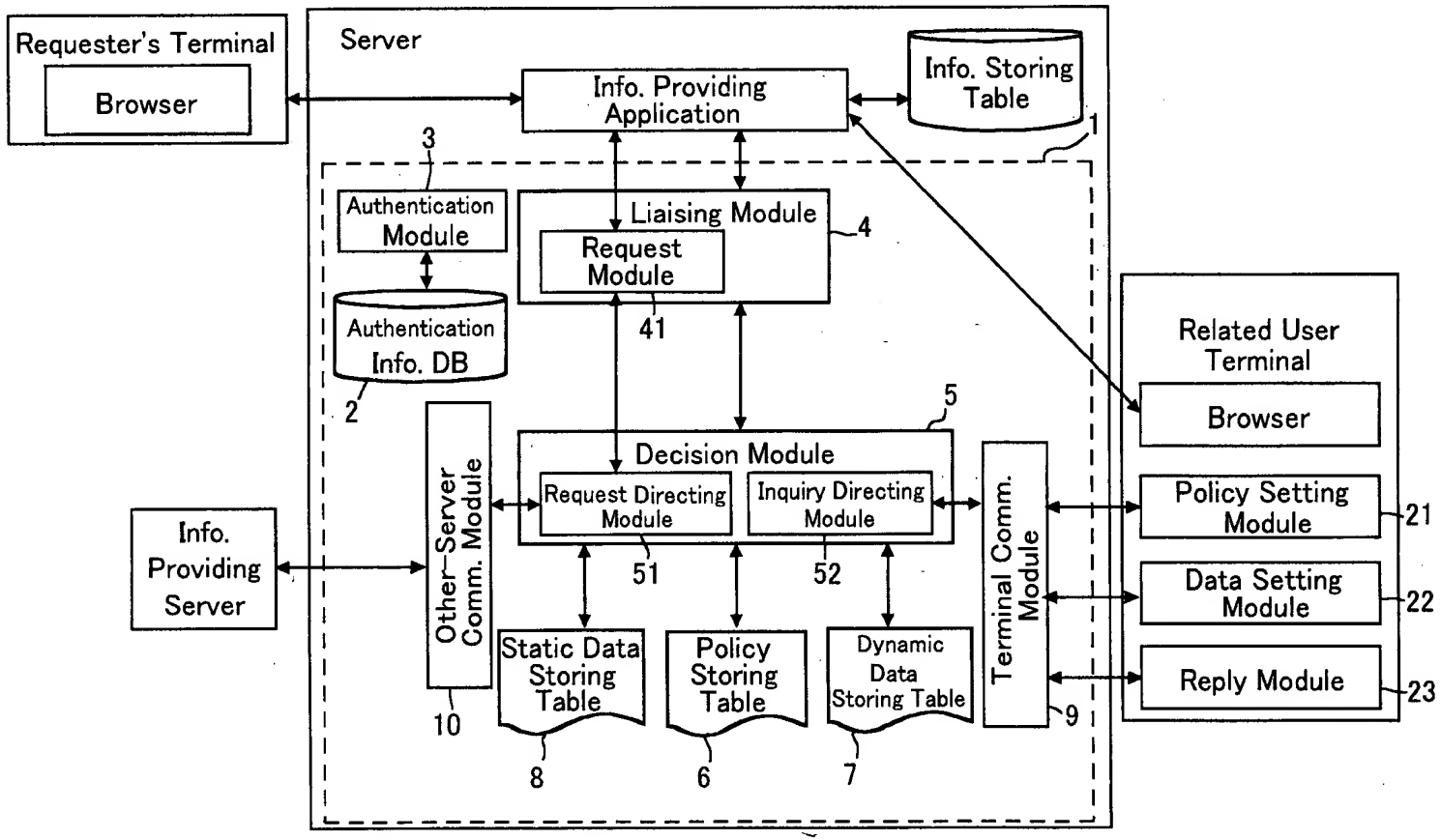
Requester's Terminal
Browser
Server
Info. Providing Application
Info. Storing Table
1
3
Authentication Module
Liaising Module
Request Module
4
41
Authentication Info. DB
2
5
Decision Module
Request Directing Module
Inquiry Directing Module
51
52
Info. Providing Server
Other-Server Comm. Module
Static Data Storing Table
Policy Storing Table
Dynamic Data Storing Table
Terminal Comm. Module
10
8
6
7
9
Related User Terminal
Browser
Policy Setting Module
21
Data Setting Module
22
Reply Module
23

Fig. 9

Object of Request	Info. Requester	Status of Related User	Provision Info. Pointer
URL 1	User–B (Priority Customer)	Can Respond	URL1–a
		Others	URL1–b
	customer classification = Normal Customer	Can Respond	URL1–a
		Away from Seat	URL1–c
		Responding to Another User 1	URL1–d
		Responding to Another User 2	URL1–c
URL 2	Company Name = Fujitsu	Can Respond	URL2–a
		Away from Seat	URL2–b
	Company Name = Fujitsu	Can Respond	URL2–a
		Away from Seat	URL2–b

Fig. 10

Object of Request	User	Attribute
URL 2	user–A	Customer
⋮	⋮	⋮

Fig. 11

Object of Request	Related User	Busyness Level
URL 1	user–A	Can Respond
URL 2	user–G	Away from Seat
	user–H	Can Respond
⋮	⋮	⋮

Fig. 12

User	Requester	Disclosure Level
user-A	Friend	level 1
	Company Name= Fujitsu	level 3
	Others	level 5
⋮	⋮	⋮

Fig. 13

	User 1	User 2	Group X	Group Y	...
File A	read	read/write	read		...
File B	read/write			read	
File C		read	read	read	
...					

Fig. 14